

**CRITICAL ISSUES IN CINCINNATI 911 OPERATIONS THAT
“INCREASED THE RISK OF DEATH” TO KYLE PLUSH ON APRIL 10, 2018**

Based on Forensic Review by industry experts:

John Melcher, former CEO of Harris County, Texas 9-1-1 Emergency Network

Dr. Michael Lyman, Professor Emeritus of Criminal Justice at Columbia College of Missouri

Issues	City of Cincinnati Investigations	Forensic Review by Independent Experts
Apr 10, 2018 3:14:22 First Kyle Plush Call to 911 (2:56 minutes)	<ul style="list-style-type: none"> • Operator followed standard policies and operating procedures • Operator actions consistent with training • Investigation closed and operator exonerated 	<ul style="list-style-type: none"> • Operator failed to share van's location as identified by geo-location technology • Operator misclassified call as “unknown trouble” • Operator delayed entry in computer system by 7 minutes • Operator failed to share critical information with police re: Kyle's desperate need for help.
Apr 10, 2018 3:34:59 Second Kyle Plush Call to 911 (2:43 minutes)	<ul style="list-style-type: none"> • Operator followed standard policies and operating procedures • Operator actions consistent with training • Investigation closed and operator exonerated 	<ul style="list-style-type: none"> • Operator inappropriately engaged call device (TTY) for a deaf caller, which muted her voice and reduced volume of Kyle's voice • Operator failed to replay call she couldn't hear, which provided Kyle's car make and model and location • Operator failed to contact police on the scene about the second call
Apr 10, 2018 3:26:52 Officers on scene until 3:37:30 (on scene 11 minutes)	<ul style="list-style-type: none"> • Officers followed standard policies and operating procedures • Officers' actions consistent with training • Investigation closed and officers exonerated 	<ul style="list-style-type: none"> • Officers never searched the north end of the lot where Kyle's van was located. • Officers never engaged in-vehicle computer to populate a map of Kyle's location.

**CINCINNATI CITY COUNCIL EXPRESSES QUESTIONS AND CONCERNS NOVEMBER 15, 2018 ON
KYLE PLUSH INVESTIGATION FOLLOWING INDEPENDENT STUDIES**

Two independent investigations at a cost of more than \$100,000 provide findings that exonerate all call operators and officers.

Nov 15, 2018 Cincinnati Council Meeting	<p>Greg Landsman “My frustration today is with the report, the questions that remain, the fact that were key people who weren't interviewed, that we are not doing what we all said we would do. Which is to just be as transparent as humanly possible, to put it all out there.”</p> <p>David Mann “The responding officers knew that the incident involved a van. And I don't think we have an answer yet to the question why the officers – and maybe this can come out of the interview that was going to be done with the officers - What was their thinking that didn't lead them to focus on a van?”</p> <p>Chris Smitherman “We are very interested in more interviews being done. I think that's one of the most important things – the take-aways. We really want the officers interviewed... we wanted the call center – anyone involved to be specifically interviewed.”</p> <p>“You're hearing a consistent chorus regarding having the consultants go back and physically interview the officers that were on the scene, so that we are confirming the internal investigation. And I would say the questions that Councilmember Mann raised should be a part of that exchange with the officers so we get a better understanding of what they were thinking and what they saw when they arrived.”</p> <p>P.G. Sittenfeld “There was enough man-made failure in this instance that until that is down as close to zero as possible, that should keep all of us up at night... There are a lot of gaps left to be closed.”</p> <p>“Could what happened on that day, could it happen again today? Could it happen again tomorrow?”</p> <p>Jayson Dunn (City's Chief Technology Officer): “It could.”</p>
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